



Phone Numbers & Addresses

DALLAS VA MEDICAL CENTER

4500 S. Lancaster Road, Dallas, Texas 75216

- General Information: (214) 742-8387 or (800) 849-3597
- Telecare: (800) 849-3597 press 2
- Prescription Refills: (800) 849-3597 press 1, option 2
- TriCare/ChampVA: (800) 849-3597 press 3

FORT WORTH OUTPATIENT CLINIC

300 West Rosedale, Fort Worth, Texas 76104

- General Information: (817) 335-2202 or (800) 443-9672

SAM RAYBURN MEMORIAL VETERANS CENTER

1201 East 9th Street, Bonham, Texas 75418

- General Information: (903) 583-2111 or (800) 924-8387

TYLER VA PRIMARY CARE CLINIC

3414 Golden Road, Tyler, TX 75791

- General Information: (903) 593-6064

TELEPHONE CARE

Registered nurses are available 24 hours, 7 days a week and on holidays to answer medical advice questions by calling the following numbers:

- Dallas: (800) 849-3597, option 2
- Bonham: (800) 924-8387, option 2
- Fort Worth: (800) 443-9672, option 2



DRIVING DIRECTIONS

Dallas VA Medical Center is located eight miles south of downtown Dallas. The map above should provide you with travel routes from any direction.

From Points North: Take Highway 75 South to I-45 South to Loop 12 West, then north on Lancaster Road.

From Points East: Take I-20 West, then north on Lancaster Road.

From Points South: Take I-35E North to Loop 12 East, then north on Lancaster Road.

From Points West: Take I-20 East, then north on Lancaster Road.

Sam Rayburn Memorial Veterans Center is located 70 miles northeast of Dallas on the northeast side of Bonham.

From Dallas: Take Highway 75 North to McKinney, then Highway 121 North to Bonham, to Highway 56 East.

Fort Worth Outpatient Clinic is located 37 miles from Dallas in the southwest part of Fort Worth.

From Dallas: Take I-20 West to I-35W North to Exit 498 to Rosedale Street.

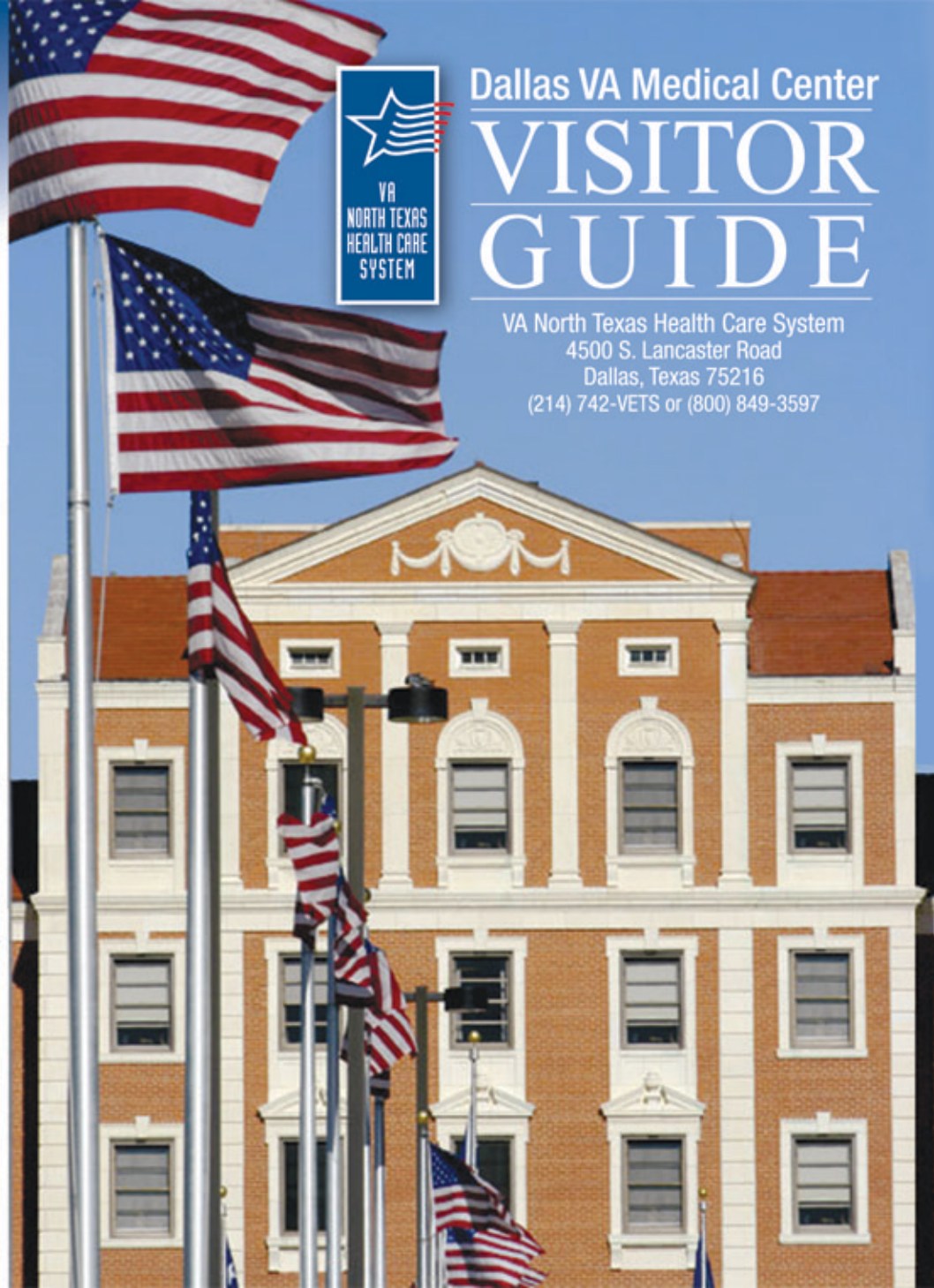
Tyler VA Primary Care Clinic

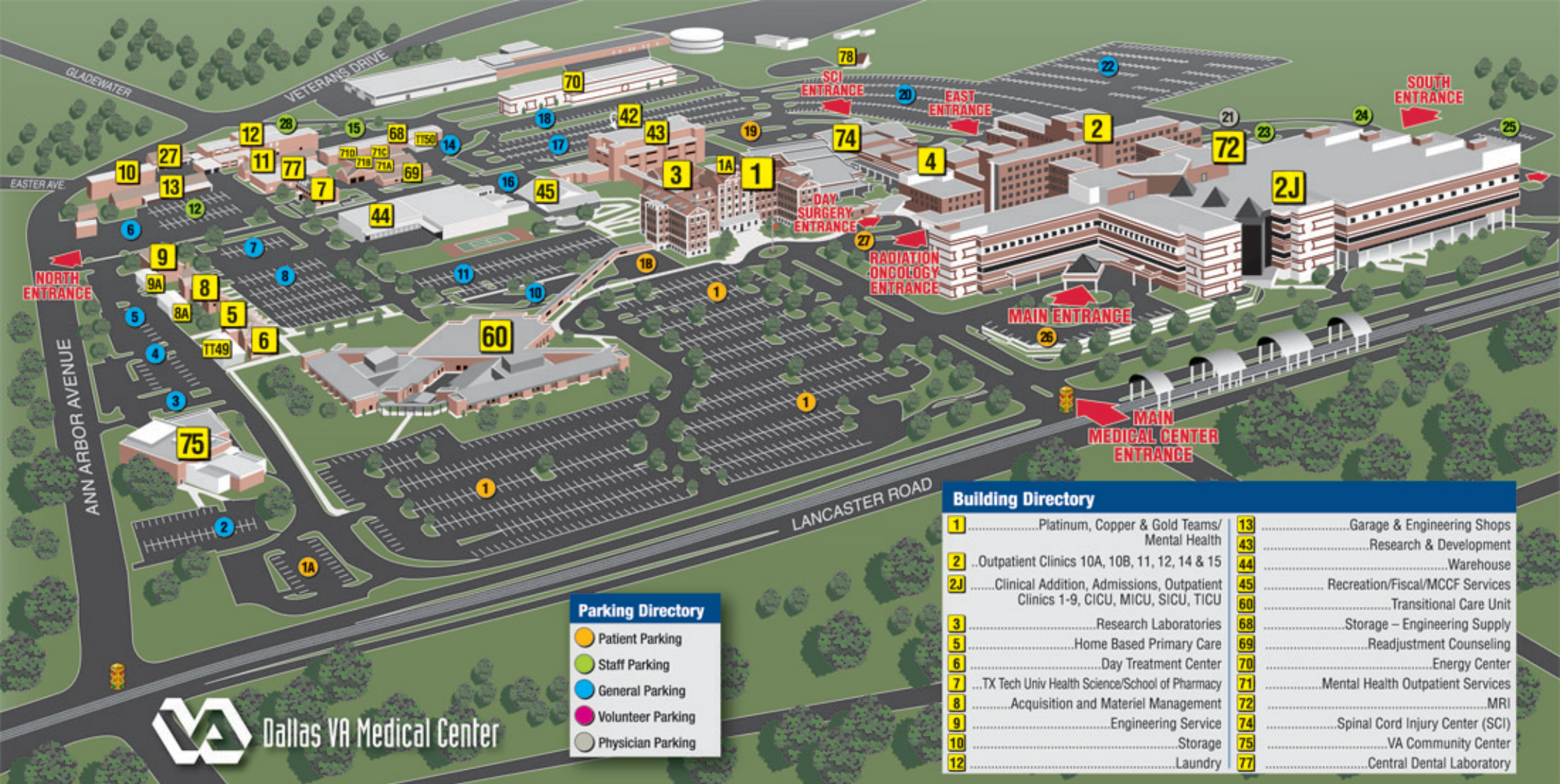
From Dallas: Take I-20 East to US 69 South to SR 110 to 3414 Golden Road.



Dallas VA Medical Center VISITOR GUIDE

VA North Texas Health Care System
4500 S. Lancaster Road
Dallas, Texas 75216
(214) 742-VETS or (800) 849-3597





Dallas VA Medical Center

Parking Directory

- Patient Parking
- Staff Parking
- General Parking
- Volunteer Parking
- Physician Parking

Building Directory

1Platinum, Copper & Gold Teams/ Mental Health	13Garage & Engineering Shops
2Outpatient Clinics 10A, 10B, 11, 12, 14 & 15	43Research & Development
2JClinical Addition, Admissions, Outpatient Clinics 1-9, CICU, MICU, SICU, TICU	44Warehouse
3Research Laboratories	45Recreation/Fiscal/MCCF Services
5Home Based Primary Care	60Transitional Care Unit
6Day Treatment Center	68Storage – Engineering Supply
7TX Tech Univ Health Science/School of Pharmacy	69Readjustment Counseling
8Acquisition and Materiel Management	70Energy Center
9Engineering Service	71Mental Health Outpatient Services
10Storage	72MRI
12Laundry	74Spinal Cord Injury Center (SCI)
	75VA Community Center
	77Central Dental Laboratory

Patient Care Areas

Building 1 • Mental Health Building

Domiciliary
Medical Media
Mental Health Administration
Mental Health Inpatient Units
Platinum, Copper & Gold Teams
Psychology Service
Social Work Service

Building 2 • Main Hospital

Hospitalized Patient Units
(Floors 4,5,6,7 & 8)
3C-Sleep Apnea Studies Unit
4C-Medical Surgical Unit
(100 & 200 Wings)
4C-Day Surgery Unit
(300 & 400 Wings)
5C-Respiratory Therapy
5C-Orthopedic Surgical Nursing Unit
6C-Medical Surgical Nursing Unit
(100 & 200 Wing)
8A-Diabetes Clinic, Women's Clinic
8C-Clinical Research Unit

Building 2J • Clinical Addition

Admissions
Cardiology
CICU, MICU, SICU, TICU
Clinics 1-9
Laboratory
Nuclear Medicine
Pharmacy
Radiology
Social Work
Surgery
Telemetry
Urgent Care

Building 5 • Home-Based Primary Care

Building 6
Day Treatment Center
Mental Health Outpatient Services

Building 7 • Texas Tech University
Health Science Ctr. School of Pharmacy

Building 60 • Transitional Care Unit
TCU Wings A & B

**Building 69 • Regional Readjustment
Counseling Service**

Building 71 • Mental Health Outpatient Services

Building 74 • Spinal Cord Injury Center (SCI)

Building 75 • VA Community Center
Child Care Center
Education Center
Wellness Center

Building 77 • Central Dental Laboratory



**VA
NORTH TEXAS
HEALTH CARE
SYSTEM**

Visitor Information

NEW PATIENTS

Check-in or enroll for VA health care at "New Patients and Admitting", located in Clinical Addition/Main Entrance/Building 2J.

VISITING HOURS

Family and friends are encouraged to visit. Visitors may be asked to interrupt or delay visitation for brief periods when medical procedures are in progress. Visiting hours for specific areas are as follows:

Medical/Surgical Intensive Care Units:

9:00 a.m. - 9:00 p.m.

Mental Health Units:

3 North: 3:30 p.m. - 8:00 p.m. Mon. - Fri.

3 South: 9:00 a.m. - 8:30 p.m. Daily

5 North/South: Visitation is arranged by the patient on an individual basis when patient is not attending class.

Domiciliary, 4 South: 3:30 p.m. - 8:30 p.m.

PATIENT AND VISITOR PARKING

Reserved Parking:

Available for patients, family, and friends in Lot 1, other undesignated parking areas are available.

Wheelchair Assistance/Escort Services/

Valet Parking:

Patients needing wheelchair assistance or escort services should go to the Main Entrance/Clinical Addition, where staff is available.

Reserved Parking for Spinal

Cord Injury (SCI) Patients:

Patients enrolled in the SCI Clinic may make arrangements for reserved parking in lot 19 through the office of Paralyzed Veterans (Building 74, SCI).

SHUTTLE INFORMATION

Shuttle service is available at the Main Entrance/Clinical Addition and is available from 7:00 a.m. - 5:30 p.m., Monday - Friday.

CANTEEN HOURS

Dining, snacks, and retail store are located in Building 2. Vending areas are available in each building.

Food Court - Basement

7:00 a.m. - 3:00 p.m., Monday - Friday

Bistro

7:00 a.m. - 2:30 p.m., Monday - Friday

Café VA - 1st Floor

10:30 a.m. - 4:00 p.m., Monday - Friday

8:00 a.m. - 2:00 p.m., Saturday

Starbucks

7:00 a.m. - 4:00 p.m., Monday - Friday

Retail Store - 1st Floor

7:30 a.m. - 4:00 p.m., Monday - Friday

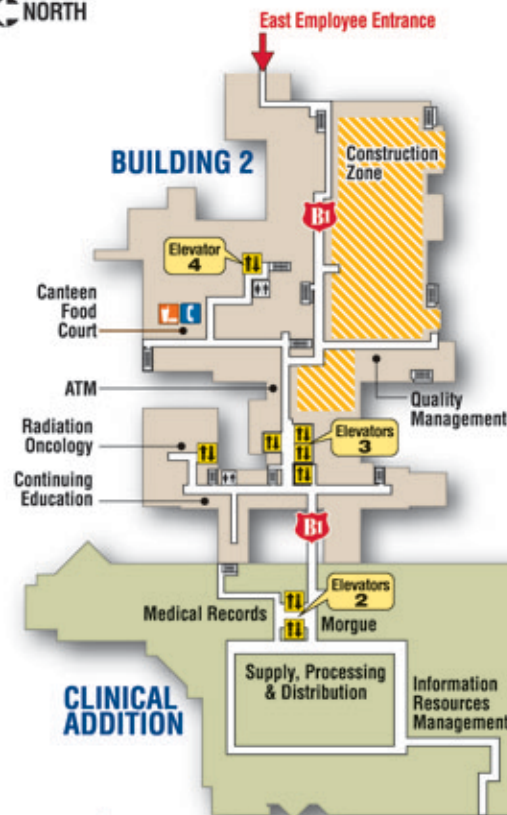
7:30 a.m. - 3:30 p.m., Saturday

SMOKING POLICY

For the comfort and safety of our patients, smoking is only allowed in designated areas of the medical center:

- Smoking shelter between Buildings 1 and 3.
- Smoking shelter in Transitional Care Unit.
- Smoking shelter in the Spinal Cord Injury Courtyard.
- Smoking shelter outside Radiation Oncology.
- Designated site by Building 72.
- Designated site by Building 6.
- Designated area by the Main Entrance/circular drive.

Basement

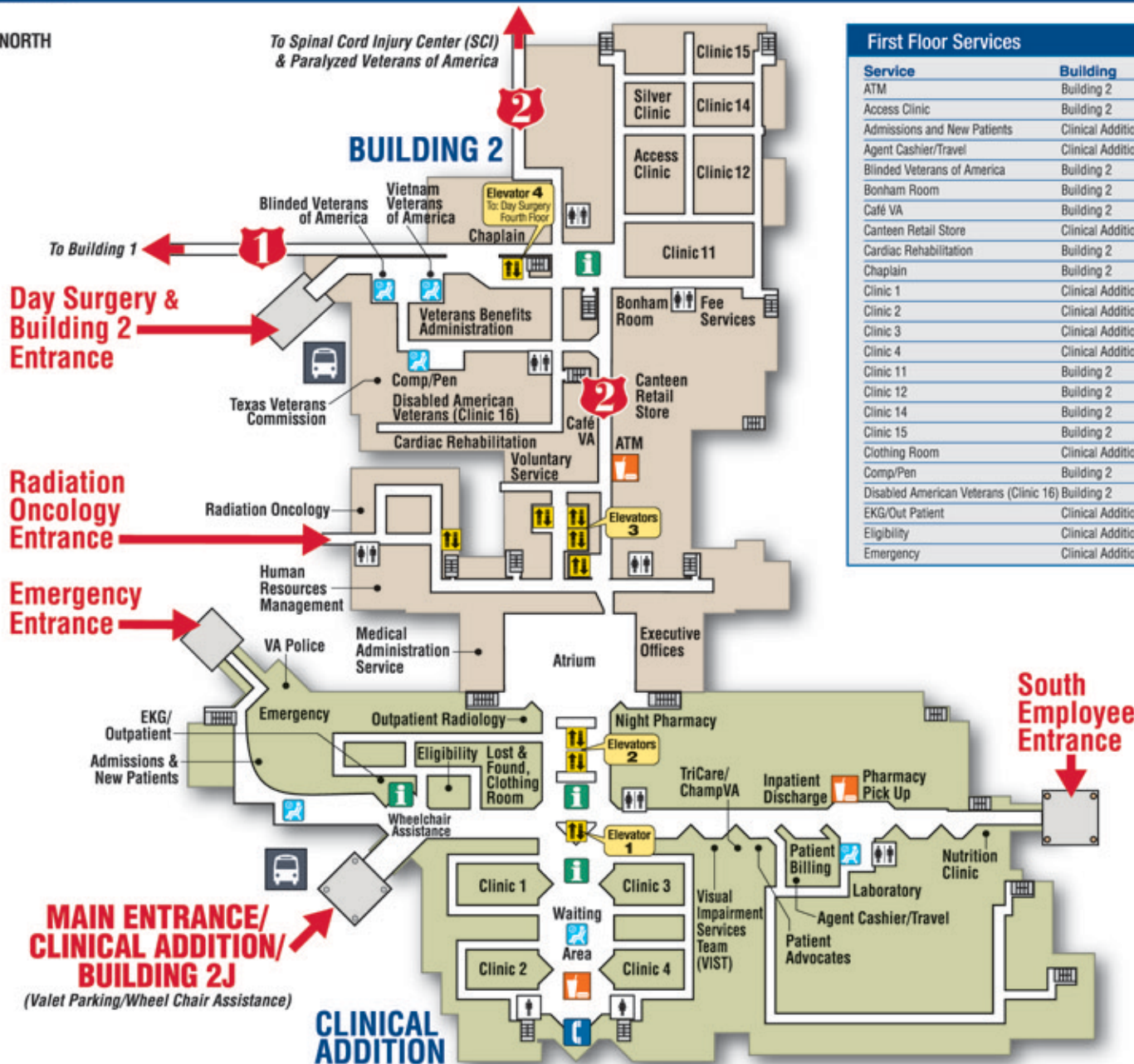


Basement Services

Service	Building
ATM/Basement	Building 2
Canteen Food Court	Building 2
Continuing Education	Building 2
Information Resources Management	Clinical Addition
Medical Records (Release of Information)	Clinical Addition
Morgue	Clinical Addition
Quality Management	Building 2
Radiation Oncology	Building 2
Supply, Processing & Distribution	Clinical Addition



First Floor



- Elevators
- Stairs
- Restrooms
- Waiting Area
- Information Area
- Telephone
- Vending Area
- Smoking Area
- Shuttle Stop
- VA Corridor System

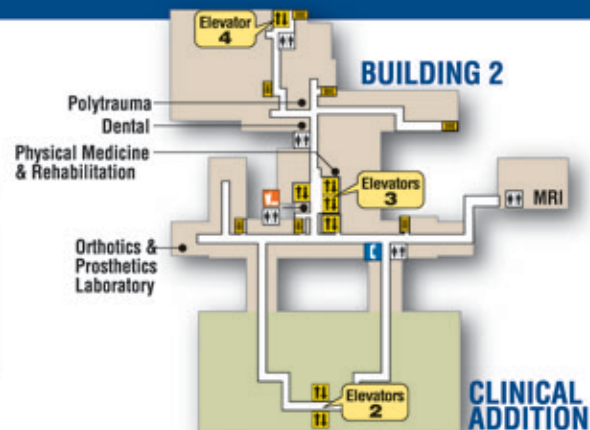


Second Floor



Second Floor Services

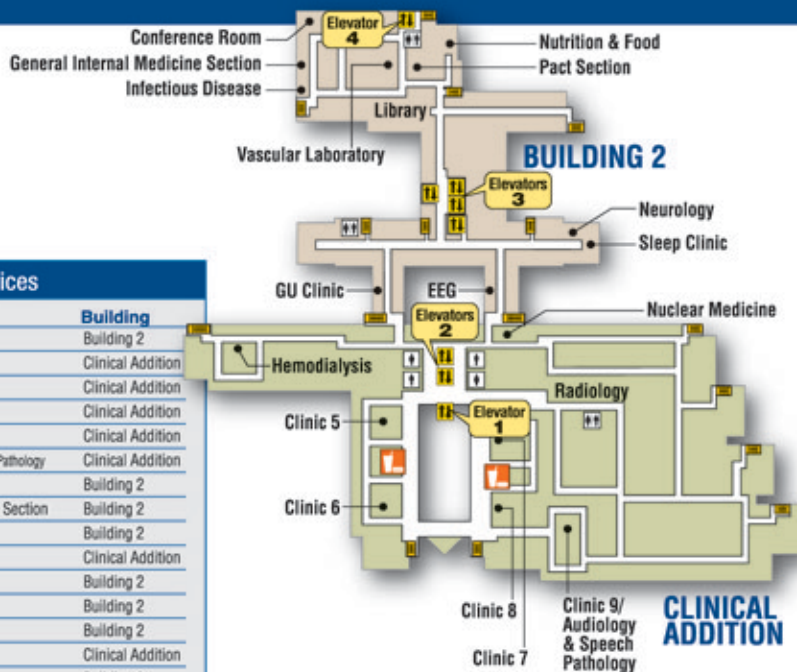
Service	Building
Dental	Building 2
MRI	Building 2
Orthotics & Prosthetics Laboratory	Building 2
Physical Medicine & Rehabilitation	Building 2
Polytrauma	Building 2



Third Floor

Third Floor Services

Service	Building
EEG	Building 2
Clinic 5	Clinical Addition
Clinic 6	Clinical Addition
Clinic 7	Clinical Addition
Clinic 8	Clinical Addition
Clinic 9/Audiology & Speech Pathology	Clinical Addition
Conference Room	Building 2
General Internal Medicine Section	Building 2
GU Clinic	Building 2
Hemodialysis	Clinical Addition
Infectious Disease	Building 2
Library	Building 2
Neurology	Building 2
Nuclear Medicine	Clinical Addition
Nutrition & Food	Building 2
Pact Section	Building 2
Radiology	Clinical Addition
Sleep Clinic	Building 2
Vascular Laboratory	Building 2



Fourth Floor Services

Service	Building
Day Surgery Unit	Building 2
Unit 4C	Building 2
Unit 4C Nursing Station	Building 2

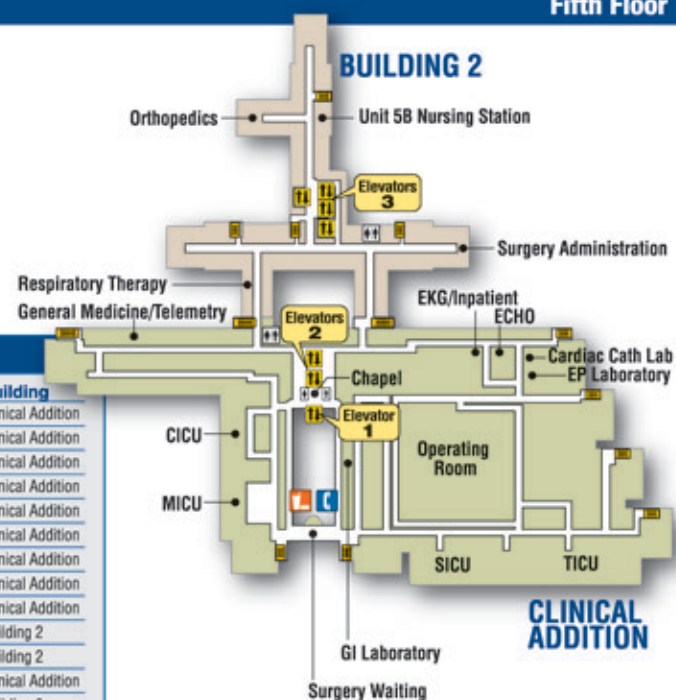


Fourth Floor

Fifth Floor

Fifth Floor Services

Service	Building
Cardiac Cath Lab	Clinical Addition
Chapel	Clinical Addition
ECHO	Clinical Addition
EKG/Inpatient	Clinical Addition
EP Laboratory	Clinical Addition
General Medicine/Telemetry	Clinical Addition
GI Laboratory	Clinical Addition
MICU	Clinical Addition
Operating Room	Clinical Addition
Orthopedics	Building 2
Respiratory Therapy	Building 2
SICU	Clinical Addition
Surgery Administration	Building 2
Surgery Waiting	Clinical Addition
TICU	Clinical Addition
Unit 5B Nursing Station	Building 2



Patient Information

VA North Texas Health Care System serves approximately 500,000 veterans in 38 counties in North Texas and two in Southern Oklahoma.

Dallas VA Medical Center is housed on an 84-acre campus about eight miles south of downtown Dallas and serves as the referral center of VA North Texas Health Care System. For more than half a century it has served America's veterans. With about 3,500 employees, Dallas VA Medical Center is the 7th largest VA. Through its partnership with The University of Texas Southwestern Medical Center at Dallas, it also has emerged as a major teaching and medical research center.

Good customer service is very important to all VA North Texas Health Care System employees, who will treat you with dignity and courtesy. We strive to meet both your physical and emotional needs while you are here, and we count on feedback from patients and visitors to tell us how we're doing. There are several ways you can provide comments to give us timely feedback on the care and services you receive. **Speak to the Director** boxes are located throughout the hospital. Patients, visitors and employees use this method to send comments and suggestions to the Director. **Quick Cards**, or comment



The Fisher House will include a 21-suite 2 story house, complete with a common kitchen, laundry facilities, spacious dining room, living room, library, picnic pavilion and toys for children. An elevator will provide access to the second floor.

cards, are available in all clinics. Quick Cards are specific to all areas. Information gathered through Quick Cards is used to target areas needing improvement and/or to compliment staff exceeding our customers' expectations. **Patient Advocates** are located on the first floor of the Clinical Addition. Patient Advocates can also be contacted by calling extension 70482. **Inpatient Ward Greeters** are employees who volunteer one day each week to visit with inpatients to make sure their needs are being met. **Ambassadors** are employees who volunteer to meet, greet, direct, and assist outpatients and visitors.

Fisher House

The Fisher House is a "home away from home" for families of hospitalized active duty or retired military members and veterans who reside outside of the local commuting distance of VA North Texas Health Care System. The Fisher House is designed to offer all the amenities of home, being both comfortable and attractive. The home includes a common kitchen, large dining and living room, laundry facilities, 21 attractive bedrooms with private bath, a library and toys for children.

The Fisher House is very similar to a Ronald McDonald House. The Fisher House will provide high quality, temporary lodging to families of active duty military personnel and families of veterans who are undergoing specialized medical treatment at the VA North Texas Health Care System. Veterans or active duty military personnel may stay at the Fisher

House only if they are accompanied by a family member or caregiver while they receive outpatient treatment.

There is no charge to stay at the Fisher House. However, guests must live more than 50 miles from the Fisher House (one way) to be eligible. Please contact your Social Worker or Health Care professional for a referral.

Dallas VAMC Polytrauma Network Site (PNS) - A New Generation of Care

The all-encompassing goals of rehabilitation medicine are to restore function, optimize independence, and improve overall quality of life in the face of disabling conditions. Our mission at the Dallas Polytrauma Network Site (PNS) is to facilitate this process by providing the highest quality of comprehensive interdisciplinary outpatient evaluation and treatment of veterans who have sustained polytrauma injuries during Operation Iraqi Freedom/Operation Enduring Freedom (OIF/OEF).

The Mission of the Dallas PNS is accomplished through:

- Neuro Rehabilitation
- Cognitive Rehabilitation
- State-of-the-art Prosthetics
- Visual Rehabilitation
- Psychological Services
- On going Case Management Services
- Psychosocial Services
- Physical Rehabilitation
- Vocational Rehabilitation
- Recreational Therapy

For more information contact Rosalind Anderson, Nurse Case Manager, at (214) 857-1323 or Betty White, Social Worker, at (214) 857-0388.

Department and Services Listing

Service	Floor	Building
ATM/Basement	Basement	Building 2
ATM/First Floor	First	Building 2
Admissions and New Patients	First	Clinical Addition
Agent Cashier/Travel (x71350)	First	Clinical Addition
Anesthesiology & Pain Management	Fifth	Clinical Addition
Blinded Veterans of America (x72018)	First	Building 2
Bonham Room	First	Building 2
Café VA	First	Building 2
Canteen Food Court	Basement	Building 2
Canteen Retail Store	First	Clinical Addition
Cardiac Cath Lab	Fifth	Clinical Addition
Cardiac Rehabilitation	First	Building 2
Cardiology	First	Clinical Addition
Chapel	Fifth	Clinical Addition
Chaplain (x71070)	First	Building 2
CICU	Fifth	Clinical Addition
Clinic 1	First	Clinical Addition
Clinic 2	First	Clinical Addition
Clinic 3	First	Clinical Addition
Clinic 4	First	Clinical Addition
Clinic 5	Third	Clinical Addition
Clinic 6	Third	Clinical Addition
Clinic 7	Third	Clinical Addition
Clinic 8	Third	Clinical Addition
Clinic 9/Audiology & Speech Pathology	Third	Clinical Addition
Clinic 10A (Silver Team)	First	Building 2
Clinic 10B	First	Building 2
Clinic 11	First	Building 2
Clinic 12	First	Building 2
Clinic 14	First	Building 2
Clinic 15	First	Building 2
Clothing Room (x70985)	First	Clinical Addition
Comp/Pen (x71442)	First	Building 2
Conference Room	Third	Building 2
Continuing Education	Basement	Building 2
Day Surgery Unit	Fourth	Building 2
Dental (x71082)	Second	Building 2
Disabled American Veterans (x71120) (Clinic 16)	First	Building 2
ECHO	Fifth	Clinical Addition
EEG	Fifth	Building 2
EKG/Inpatient & Outpatient	Fifth	Clinical Addition
Eligibility (x71434)	First	Clinical Addition
Emergency	First	Clinical Addition
EP Laboratory	Fifth	Clinical Addition
Executive Office	First	Building 2
Fee Service (x71397)	First	Building 2
General Internal Medicine Section	Third	Building 2
General Medicine/Telemetry	Fifth	Clinical Addition
GI Laboratory	Fifth	Clinical Addition
GU Clinic	Third	Building 2
Hemodialysis	Third	Clinical Addition

Service	Floor	Building
Human Resources Management (x71701)	First	Building 2
Infectious Disease	Third	Building 2
Information Technology	Basement	Clinical Addition
Inpatient Discharge	First	Clinical Addition
Laboratory	First	Clinical Addition
Library	Third	Building 2
Medical Administration Service	First	Building 2
Medical Media	Basement	Building 2
Medical Records (x71351)		
Release of Information (x71355)	Basement	Clinical Addition
MICU	Fifth	Clinical Addition
Morgue	Basement	Clinical Addition
MRI	Second	Building 2
Neurology	Third	Building 2
Nuclear Medicine	Third	Clinical Addition
Nutrition & Food	Third	Building 2
Nutrition Clinic	First	Clinical Addition
Operating Room	Fifth	Clinical Addition
Orthopedics	Fifth	Building 2
Orthotics & Prosthetics Laboratory	Second	Building 2
Outpatient Radiology	First	Clinical Addition
Pact Section	Third	Building 2
Paralyzed Veterans of America (x70105)	First	SCI
Parking Garage	Basement	Building 2
Patient Billing (toll-free 1-866-393-9132)	First	Clinical Addition
Patient Advocates (x70482)	First	Clinical Addition
Pharmacy Pick-Up/Drop-Off	First	Clinical Addition
Physical Medicine & Rehabilitation	Second	Building 2
Quality Management	Basement	Building 2
Radiation Oncology	Basement	Building 2
Radiation Oncology	First	Building 2
Radiology	Third	Clinical Addition
Respiratory Therapy	Fifth	Building 2
SICU	Fifth	Clinical Addition
Sleep Clinic	Third	Building 2
Social Work	First	Clinical Addition
Supply, Processing, & Distribution	Basement	Clinical Addition
Surgery Administration	Fifth	Building 2
Surgery Waiting	Fifth	Clinical Addition
Texas Veterans Commission (x70444)	First	Building 2
TICU	Fifth	Clinical Addition
TriCare/ChampVA	First	Clinical Addition
Union, AFGE (x70076)	Basement	Building 2
Unit 4C/Nursing Station	Fourth	Building 2
Unit 5B/Nursing Station	Fifth	Building 2
VA Police (x70411)	First	Clinical Addition
Vascular Laboratory	Third	Building 2
Veterans Benefits Admin. (1-800-827-1000)	First	Building 2
Vietnam Veterans of America (x71291)	First	Building 2
Visually Impaired Services Team (VIST)	First	Clinical Addition
Voluntary Service (x70428)	First	Building 2
Wheelchair Assistance (x76134)	First	Clinical Addition